

FRANZ INC.

To: Marlene H. Dortch
Commission's Secretary

From: Richard Franz

Date: 3/3/2009

Re: **EB Docket No. 06 -36** / CPNI Certificate for Franz Inc.

Dear Ms. Dortch:

I would like to inform you that Franz, Inc. mailed our annual CPNI Certificate paper filing on Friday, **February 27th, 2009** by first class U.S. Postal Service using the following guidelines found in DA 09-240 dated February 13, 2009:

- The original and four copies were mailed to your attention with the address of, Federal Communications Commission, 445 12th Street, SW Suite TW-A325, Washington, DC 20554
- Two copies were mailed to the attention of the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, 445 12th Street, SW, Washington, DC 20554.
- One copy was mailed to Best Copy and Printing, Inc at 445 12th Street, SW, Suite CY-B402, Washington, DC 20554

In abundance of caution, I am also providing this filing electronically to ensure receipt.

Please don't hesitate to call me at 303.245.0209 if you have questions or comments regarding the enclosed material.

Best Regards,

Richard Franz



Mailed 2/27/09

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2009

Date filed: **February 25, 2009**

Name of company covered by this certification: **Franz, Inc.**

Form 499 Filer ID: **822766**

Name of signatory: **Richard Franz**

Title of signatory: President

I, Richard Franz, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules [Attachment – A].

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Furthermore, Franz, Inc. has never received a single FCC complaint regarding any customer related topic since its inception of November, 2001.

Signed _____



Richard Franz
Franz, Inc.
President

Attachment – A

Accompanying Statement to Annual CPNI Compliance Certificate for Franz, Inc. ID: 822766

Franz, Inc. operates with the following procedures to ensure that the company is in compliance with 47 C.F.R. Part 64, Subpart U, as follows:

Employee Training and Discipline

Franz, Inc trains and obligates all employees, sub contractor and sales agents with access to Customer Proprietary Network Information (CPNI) , to protect the confidentiality of CPNI by requiring compliance with Franz, Inc.'s Customer Proprietary Network Information Policy (the "Policy").

Franz, Inc. requires all employees, sub contractors and sales agents with access to CPNI to confirm receipt of the Policy that they have read and understand the Policy. Failure to follow the Policy may result in disciplinary action or termination of employment.

Sales and Marketing Campaign Approval

Since March of 2004, Franz, Inc. no longer actively sells or markets telecommunications services to the public. However, if this status changes all new sales and/or marketing campaigns will require executive management approval.

In addition, Franz, Inc operating Policy strictly forbids selling CPNI data to third-party entities for the purpose of sales or marketing.

Data Maintenance Requirements

Franz, Inc. implemented a system by which Customer's CPNI can be established prior to the use of CPNI.

Franz, Inc. requires that Customer's CPNI status data and records be maintained for a minimum of one (1) year.

Review Process

Franz, Inc requires Executive review and approval of any CPNI release or disclosure.

Customer Approval and Customer Authentication Method

Franz, Inc. will only release and/or disclose CPNI to an authorized customer contact directly, upon receiving a written request from customer that has been authenticated. Franz, Inc. requires verification for any customer's request pertaining to CPNI and will not release CPNI directly to a third-party.

Attachment – A -continued

**Accompanying Statement to Annual CPNI Compliance Certificate for
Franz, Inc.
ID: 822766**

Notice to Law Enforcement and Customers of Unauthorized Access

Franz, Inc. has established procedures under which the appropriate law enforcement agency is notified of any unauthorized access to a customer's CPNI. In addition, Franz, Inc. ensures that all records of any discovered CPNI breaches will be kept for a minimum of two (2) years.

Customer Notification

Franz, Inc. will notify our customers of any Change to their CPNI. At minimum, Franz, Inc. will notify a customer in the following circumstances:

- Account record change or creation
- Service related changes
- Changes to authentications system
- Inquiry regarding their CPNI from third-party, government agency or carrier

Compliance Certificates

Franz, Inc. executed a statement, signed by Richard Franz, certifying that he has personal knowledge that Franz, Inc. has established operating procedures that are adequate to ensure compliance with the FCC's CPNI regulations

Franz, Inc. has prepared and will maintain this Accompanying Statement detailing how operating procedures ensure compliance with CPNI regulations.

Franz, Inc. will provide a summary of all customers complaints received concerning unauthorized release of CPNI and/or provide an explanation of any future actions taken against data brokers on an annual basis.

I hereby agree to Franz, Inc. CPNI procedures:



Richard Franz
President